

California Public Utilities Commission  
Consumer Service and Information Division

**Energy Industry**  
**Consumer Contacts - Total Presented by Company and Category**  
**September 2016**

Consumer contacts to CAB customarily concern individual Utility Companies. The following table reports the contacts received by CAB regarding individual Companies in the Energy Industry during the month of **September 2016**, broken down by the type of the contact (i.e. Category).

**Table 1 - Energy Industry Contacts:** The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Billing			Not Regulated - No Jurisdiction			Policy & Practices			Public Purpose Programs			Rates			Service			Unknown/ Pending Assignment			Grand Total
		Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	
ELC917	Commerce Energy, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
ELC933	Liberty Utilities (CalPeco Electric) LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	125	52	177	7	3	10	2	18	20	5	3	8	3	5	8	64	12	76	-	1	1	300
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric Company	9	12	21	1	-	1	-	1	1	-	1	1	1	1	2	5	3	8	-	-	-	34
ELC338, GAS338, MUL338	Southern California Edison Company	127	52	179	9	10	19	3	2	5	12	8	20	3	-	3	44	16	60	1	2	3	289
GAS904	Southern California Gas Company	43	22	65	7	2	9	6	3	9	1	-	1	1	-	1	34	12	46	-	-	-	131
GAS905	Southwest Gas Corporation	2	1	3	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	4
	<b>Total</b>	306	140	446	24	15	39	11	24	35	18	12	30	8	6	14	148	43	191	2	3	5	760